

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	May 9, 2011
Place	550 S. Vermont Ave., 2nd Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, APRN District Chief, Training and QI Division	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alyssa Bray; Alex Medina; Anahid Assatourian; Bertrand Levesque; Carol Eisen; Claudia Fierro; Cindy Ferguson; Donald Gonzales; Emilia Ramos; Fang Xie; Gassia Ekizian; Jessica Wilkins; Josh Cornell; Kimberly Floyde; Kimberly Spears; Kimber Salvaggio; Latesa Madkins; Leah Carroll; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Maria Gonzalez; Margarita Villagrana; Melody Taylor; Michelle Rittel; Monika Johnson; Naga Kasarabada; Susan Crimin; Timothy Beyer; Ted Wilson; Vandana Joshi; Yvette Willock		
WebEx Participants	None		
Excused/Absent Members	Ann Lee; Jeff Kohn; Julie Valdez; Kari Thompson; Kumar Menon; Leslie Shrager; Mary Ann O'Donnell; Nina Johnson; Norma Fritsche; Rashied Jibri; Sandra Chang Ptasinski; Sylvia Guerrero;		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were reviewed and approved.	QIC Membership

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SA QIC Liaison Reports	SA 1: No updates at this time.	Next meeting July 19, 2011. Sukeda Day from Auditor Controller's Office will present.	S. Crimin
	SA 2 Adult: Dark last month.	Next Meeting May 19, 2011.	K. Salvaggio
	SA 2 Children: New information was sent to providers. Also SA QIC members discussed Chart Reviews.	Next meeting June 16, 2011.	F. Xie
	SA 3: Working on a new QI project. We will report at the next Countywide QIC meeting.	Next meeting May 18, 2011.	C. Fierro
	SA 4: SA QIC members focused on possible QI project. Also we are discussing differences between QI/QA.	Next meeting May 17, 2011.	A. Bray
	SA 5: Naga Kasarabada, Ph.D. from ACCESS Center presented on ACCESS Services and Timeliness of Services. Reported finding the presentation very helpful by better understanding ACCESS' functions and better understanding how ACCESS can assist consumers/providers. Also Monica Rodriguez - Finston presented on EOB.	Next meeting July 12, 2011. Sandy Escobar, Ph.D. from Didi Hirsch Mental Health Center will present on Increasing System Capacity and Client Flow Project.	M. Johnson
	SA 6: Last meeting April 28, 2011. SA QIC members discussed their experience of the EQRO focus group and QI documentation sharing process that we are implementing. No show tracking and timeliness of appointments was discussed as well.	Next meeting May 26, 2011. Continuous monthly meeting date changed to the 4 th Thursday of every month.	K. Spears
	SA 7: Members focused on preparation for EQRO Site Visits and Discussion Sessions. Also discussed launching of Client Flow in the System of Care Survey. Surveys were launched April 1 and completed on April 30. Providers were encouraged to participate & complete survey.	Next meeting May 10, 2011.	L. Ayala

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SA QIC Liaison Reports Cont.	SA 8: SA QIC members working on narrowing down the on QI project. SA QIC members will settle on a QI project by next month.	Next meeting May 18, 2011.	E. Ramos
Countywide Children's	Dark until May 12, 2011. Dr. Pierce will present on implementing protocols with providers for the EPSDT PIP and Provider Reports. Dr. Sugihara will also present updates on TBS. Michelle Chiappone is the new Countywide Children's Co-Chair.	Next meeting May 12, 2011. Ms. Chiappone will begin attending next meeting.	L. Singleton
Cultural Competency Committee	No report.		
Patient Rights Office QIC Issues	PRO is working with QI/Data to incorporate all the providers from the Provider Directory in the Beneficiary Grievance Report.	Mr. Wilson will send the Request to Change of Provider Report 3 rd Quarter FY 2010 – 2011 in the near future.	T. Wilson
Clinical Issues	Dr. Eisen reported progress on the implementation of four (4) INN models Integrated Clinic Model (ICM), Integrated Service Management Model (ISM), Integrated Mobile Health Team (IMHT), and Integrated Peer–Run Model (IPRM).	Ms. Drinan will bring a few copies of the INN Statements of Work at the next meeting.	C. Eisen
SA 4 Project	Ms. Bray stated some staff members continue to struggle understanding differences between QI/QA. Discussed possible SA QIP w/ Ms. Bray encouraging project discussion by 1). reviewing some of the QI Work Plan Goals, 2). reviewing some data from Part II Demographic Profiles for the Service Area, and Part III Performance Outcomes Summary Report 3). and having a group discussion about how these data may be used in developing ideas for a QIP that fits the needs of the SA and would be meaningful to dients served in SA 4. Will continue QIP discussion to ensure each consumer receives accessible services that are appropriate, effective and efficient.	Will continue considering possible SA QIPs at their next meeting. Ms. Drinan brought up that their will be individuals who will be more/less willing to contribute to a project and to focus on SA QIC members who can commit to working on a project.	A. Bray
Annual QI Evaluation 2010 & Work Plan 2011 Report	Dr. Borkheim reported that QI Evaluation Report is revised with minor changes. The report is ready for re-posting and to go the printer.	The QI Work Plan 2011 and Evaluation Report 2010 to be re-posted. The link to the website is: http://psbqi.dmh.lacounty.gov/QI.htm	M. Borkheim V. Joshi

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Training for Security Guards and Receptionist	Dr. Beyer provided an update on enhancing security guard training and recommendations from the work group. Mr. Logan presented the work group recommendations at the May 4 Health & Safety Committee meeting. Mr. Logan asked procurement what the cost will be to make the recommended changes to the training video. In addition, he also provided us with information on Customer Service trainings that will be integrated into the current Training Video.	Mr. Logan will also integrate Non Violent Crisis Intervention (NVC) as standard training for security guards within a month.	T. Beyer
Service Area Test Calls	Dr. Cornell distributed the Test Calls Memo, Guidelines, Test Call Form, Instructions, Scenarios, and P&P 202.21. Service Areas are asked to conduct 10 test calls to ACCESS Center, with 5 in English and 5 Non-English. <u>Under no circumstances should a test call include an emergency scenario.</u> Callers should not have to provide real personal information, and callers should not identify selves as Medi-Cal beneficiaries (or need to prepare response that Medi-Cal number is not handy/available).	All calls should be finished and submitted to Dr. Cornell by October 10, 2011. QIC members will be notified when ACCESS after hours begin and end.	J. Cornell ACCESS
QI Toolkit Report	Ms. Drinan reported on the QI Toolkit being developed by the QI Division.	By next Dept. QIC meeting we will distribute a DRAFT QI Toolkit.	M. Drinan M. Borkheim
Handouts	Test Calls Report 5/9/11, Test Call Survey, Test Call Guidelines FY 2011 – 2012, Test Call Instructions, Test Call Scenarios, Test Call Memo, and P&P 202.21		
Announcement			
Next Meeting	June 13, 2011 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2 nd Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

Martha Drinan, RN, MN, CNS